



POSITION TITLE: Bicycle Technician-Level 2

DEPARTMENT: Service Center

REPORTS TO: Store Manager

This individual should be personable and be able to help customers in a professional, respectful manner, be exceedingly skilled in bicycle mechanics, and be dedicated to completing assignments and projects to meet the high standards of quality at Bingham Cyclery. Bingham Cyclery is a community of bike shops that takes pride in being a safe space for everyone. We aim to break down barriers so that all will feel comfortable and welcome in our bike shops, regardless of riding skill, mechanical knowledge, gender, etc. We are looking for team members that share this vision.

Primary job duties include but are not limited to:

- Guiding the process by which we receive repairs, write-up repair tickets, schedule the work, and assign each repair to various mechanics within the shop
- Complete all scheduled work orders within the promised turnaround time
- Completing the following service related tasks:

Bike Builds ranging above \$4,000 retail value	Chain Sizing/installing
Basic adjustments (brakes, gears, bearings, wheel true)	Flat fix (including tubular and tubeless)
Perform advanced Tune-Ups and Overhauls	Accessory & Components Installation
Spoke Install, Wheel True & Wheel Building	Wrap handlebars
Suspension service--all levels	Frame Alignment, Facing and Chasing
Hydraulic Brake maintenance/installation	Custom bike builds (frame up)
Internal hub service	Conduct training sessions
Bearing overhauls	

- Ensure that the Bingham Cyclery processes are being adhered to in the tech center and that employees understand and meet their responsibilities as a part of that
- Complete a training program which involves in-store training as well as paid, internet-based training
- Be involved in hiring and training of new tech center employees
- Address any customer service and warranty issues
- Write work orders based on on-the-spot analysis; provide customers with accurate cost estimates and maintenance suggestions
- Plan and/or lead special events or workshops in your tech center, for customers as well as for staff
- Manage service inventory under the supervision of store management, including ordering and cycle counting
- Monitor productivity and performance of tech staff
- Organize supplies and product within the tech center to promote a clean and efficient work environment
- Demonstrate a commitment to your staff, your peers, your supervisors and the Bingham Cyclery mission

Secondary job duties:

- Interact with customers and provide exemplary customer service; educate customers about bicycles, bicycle accessories and clothing, and any other cycling-related products in the store

- Assist in the daily operations of the store, including restocking, cleaning, organizing and merchandising

The ideal candidate:

- Has excellent mechanical skills (minimum 3 years of hands-on, professional shop experience working on a wide variety of bicycles)
- Must be proficient in repairing new as well as older and vintage bicycles to the highest standard
- Is detail-oriented and able to manage multiple projects simultaneously
- Has excellent organizational skills — systems oriented with high attention to detail
- Has the ability to work competently with computers, Lightspeed Cloud POS experience preferred
- Has a working knowledge of bicycles and their mechanical parts
- Is capable of safely lifting and carrying 50lbs on a regular basis
- Is intrinsically motivated, able to work both independently and as a member of a team, and thrives in a dynamic, fast-paced environment
- Ensures cleanliness and monitors maintenance of facility then provides input to both the Store Manager and the Operations Manager
- Ability to speak Spanish or other languages is encouraged

Wage: \$12.00-15.00/hour with up to \$150 of incentives per month

Benefits: Use of rental bikes, Employee Purchase perks and for full time employees - Health Insurance stipend after 30 days

Start Date: Immediately

Location(s): Bingham Cyclery

Application Instructions: Complete online job application

(<https://www.binghamcyclery.com/about/application-for-employment-staff-pg1412.htm>) AND email your resumé with a list of three professional references to jobs@binghamcyclery.com